

SDWIS/STATE User Support Activity Report for the Period January 19-30, 2004

EVENTS OPENED DURING PERIOD - STILL OPEN

SDC-0002-017-DI-6005H

February 2, 2004

Date:	Event #:	Organization:	Originator:	Release:
1/23/2004	9127	IA	Mike Wiemann	8.0.4
Status:	O			
Time Spent:	0.25			
SDWIS/STATE Component:	IBS			
Problem/Question:	We were adding a CC connection and received the attached error message. The process worked on water supplies before and after this error message. TIRM030E: Application failed - Updates have been backed out TIRM031E: Failing procedure exit data follows: TIRM032E: Last or current action block id = 0204800003 TIRM033E: Last or current action block name = IDENTIFY_WATER_SYS_FACILITY TIRM034E: Last or current database statement = 10 TIRM035E: Current statement being processed = 0000000037 TIRM038E: *** Fatal database error was encountered *** TIRM039E: DB last status = DB ORA-20150: ORA-01403: no data found caused an unhandled exception in the return code = -20150 TIRM046E: *** Processing terminated *** TIRM044E: *** Press OK to continue ***			
Respondee(s):	Vicki Gupta			
Resolution:	Donna Irwin 1/28/04: We have no record of this error message in our events tracking database. Vicki left a voicemail message for Mike asking that he return her call. Mike Wiemann 1/26/04: Tamie recreated the error message several times using the same PWS on two separate PCs. We feel this is a data issue but we are unsure where to look.			

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Date:	Event #:	Organization:	Originator:	Release:
1/28/2004	9129	IN	April Swift	
Status:	O			
Time Spent:	0.50			
SDWIS/STATE Component:	IBS			
Problem/Question:	<p>We have uncovered an inconsistency in the Inventory Business System, under Water System Facilities. When entering locational information for wells, we have a number of wells that do not have the specific data as to where they are located (i.e., Latitude v. Longitude), but occasionally we like to record basic comments about the well's location on the property in the comments area found in the Locational Info screen. We have discovered that when Locational Information is blank on this screen and we enter a comment, once we exit and go back into this screen, our comments are gone.</p> <p>In instances where the locational information is filled in for a particular well and we record comments, the comments are still in this screen after we exit out and go back in to retrieve them.</p>			
Respondee(s):	Christine Tivel			
Resolution:	<p>Christine Tivel 2/2/04: The software flows to the Locational Detail screen in two different modes - Add or Change. I have found that if no locational detail data exists (meaning the software flows to the Locational Detail screen in Add mode) and the only information valued is a comment, the software does not save the comment. A comment field alone is currently not enough to create a locational detail record. If you previously had any data value in a locational detail record (meaning the software flows to the Locational Detail screen in Change mode) and then added a comment, the data is stored.</p> <p>What this means is that you cannot have a only a comment that makes up your locational detail record. If you add data to any other locational data field, the comment will be saved. Or, if you previously had another data element valued (and no comment) and then add a comment, the newly added comment will be saved.</p> <p>It seems to me that the scenario in which you described may fall within this area (no locational detail record already exists and you are attempting to create a record that contains only a Comment). Can you verify if the scenario in which you were unable to save the comment is when no other data exists (and the screen name of the window is "WSF Location Data Maintenance - Add")?</p> <p>This area is being redesigned for SSWr1; the Water System Facility design will be published shortly.</p>			

1/30/2004	9132	VA	Joanne Vivas	
Status:	O			

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Date:	Event #:	Organization:	Originator:	Release:
Time Spent:	0.50			
SDWIS/STATE Component:	IBS			
Problem/Question:	A user incorrectly named a sampling point "ENTRY POINT" instead of "EP001". The sample point now has a sample and result associated to it using sampling via EDI. When the user went in the Sampling Point Maintenance - Change window to change "ENTRY POINT" to "EP001" the message "SAMPLING_POINT_HISTORY permitted value violation" appears.			
	What is the best way to get this sampling point name changed, preferably without having to delete the sample and results? Is there a way to make the change to the name? Do we create another sampling point with the correct name "EP001" and then associate the sample and results to the new sampling point named "EP001", and then delete the incorrect named sampling point?			
Respondee(s):	Christine Tivel/Cheryl Wilson			
Resolution:	Joanne Vivas 2/2/04: Joanne reported that the RI check was OK.			
	Donna Irwin 1/30/04: Scott requested that one of our testers investigate. I asked Joanne to run an RI check and let me know if the error message she received was a database error message or a SDWIS/STATE error message.			
	Scott Peterson 1/30/04: The name change is not causing this error. I asked Joanne to send me screen shots of:			
	1) Sampling Point Maintenance List for the problem Water System.			
	2) Sampling Point Maintenance window with the Sampling Point she is trying to change.			

Time spent on above events (in hours): 1.25

EVENTS OPENED DURING PERIOD - CLOSED

SDC-0002-017-DI-6005H

February 2, 2004

Date:	Event #:	Organization:	Originator:	Release:
1/29/2004	9131	IA	Mike Wiemann	8.0.4
Status:	C			
Time Spent:	0.50			
SDWIS/STATE Component:	IBS			
Problem/Question:	I was adding a purchase record for a public water supply. I clicked on the purchase record button, selected edit, add. The Seller Water System Search screen appeared. I then added a partial name in the System Name box and clicked on search. When the seller PWS appeared, I double-clicked on the name and the Water Purchase screen changed to the seller name, not the purchaser name. Further testing showed that when the seller PWS ID number was used, everything worked. Also, when I selected the seller name and then clicked on the Select button, everything was OK. We ran several tests and every time we double-clicked on the seller name, the focus of the form changed to the seller; not the purchaser.			
Respondee(s):	Vicki Gupta			
Resolution:	Vicki Gupta 01/30/04: This is a known issue documented in the Frequently Asked Questions, Advisories, and Known Discrepancies for SDWIS/STATE Release 8.0, dated February 21, 2003. Section 3.1.3 describes both the issue and the resolution.			

1/22/2004	9125	ID	Howard Woods	8.0.4 NT
Status:	C			
Time Spent:	0.75			
SDWIS/STATE Component:	MBS			
Problem/Question:	There appears to be a case where the validation checks do not work when modifying a TCR schedule from the Inventory "TCR Schedule Modification" window that is activated upon exiting the "Water System Modification" window after making inventory changes that may affect TCR monitoring requirements.			
	On January 22, 2004, I create a new system that will serve 50 people. I accept a recommended TCR schedule begin date of 04/01/2004, which is the first day of the quarter immediately following the quarter.			
	The potential population after all construction is finished is 50 residents. This system presently serves only 3 finished homes with 12 residents. I go back into Inventory and change the population from 50 to 10. Again, when I exit the modification window, the TCR schedule modification window is activated. The current schedule shows an effective begin date of 04/01/2004. It also shows an effective end date of 03/31/2004.			

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At this point, if I click the "Make Changes Indicated" button, I create a TCR schedule that has an effective end date before the effective begin date. Validation checks are supposed to preclude this possibility. As a solution in this particular case, I would recommend an error message offering the opportunity to delete the schedule altogether. I believe this particular problem will only occur when the correct action is to delete the schedule.

Respondee(s): Leslie Flagler

Resolution: Leslie Flagler 2/22/04: The software is working as Howard described (and also as designed 8 years ago). With SSWr1, we plan to redesign the TCR schedule area so that it works similarly to what Howard has suggested.

1/22/2004	9124	ID	Howard Woods	DWW
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Status: C

Time Spent: 0.25

**SDWIS/STATE
Component:** Drinking Water Watch

Problem/Question: Could you please send me a CD copy of Drinking Water Watch along with any documentation you have?

Respondee(s): Claudette Hoyes

Resolution: Claudette Hoyes 1/23/04: A CD was mailed to Howard today.

1/21/2004	9122	MO	Linda Killion
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Status: C

Time Spent: 0.75

**SDWIS/STATE
Component:** MTF:Actions

Problem/Question: After checking the error report on the last submission of Actions to SDWIS/FED from SDWIS/STATE, there was an error which read: "EZD ID-QUALIFIER APPEARS ELSEWHERE IN INPUT". I called Belinda at SDWIS/FED User Support because I could not figure out exactly what was going on. In SDWIS/STATE we can attach several underlying violations to a public notice. When SDWIS/STATE migrates the data to SDWIS/FED, it migrates all the attached violations along with the PN violation. SDWIS/FED allows only 1 attached violation to be entered into their system. Therefore, the SDWIS/FED system kicks back the entire public notice violation

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				along with all of the attached underlying violations. The only workaround we could up with is to go into the DTF file once the migration to SDWIS/FED is complete and delete all but 1 of the underlying violations then send the file. Missouri uses this a lot and this will become more difficult as we enter more PN violations.
				If you can come up with a better workaround we would appreciate it. We thought that this should be looked at and corrected so that only 1 underlying violation migrates to FED along with a public notice in the next version of SDWIS/STATE.
Respondee(s):				Scott Peterson
Resolution:				Scott Peterson 1/22/04: Linda identified this issue between SDWIS/STATE and SDWIS/FED in a timely fashion, since a JAD for the replacement of SDWIS/FED will be held next week and this issue can be raised. I have sent an e-mail to the team, identifying the problem along with some options to address it.
				This issue will likely go unresolved until SDWIS/FedRep and SDWIS Operational Data Store can be used to report to EPA. I cannot think of a simpler workaround than what Linda already identified. Hopefully, they will only need to do this a couple more times.
1/23/2004	9126	SC	Elizabeth Florum	8.0
Status:				C
Time Spent:				0.25
SDWIS/STATE Component:				Installation
Problem/Question:				We are trying to set up our SDWIS server and are going through the scripts outlined in the Installation Guide Release 8.0. Step #11 is the execution of script named CREATE_TINOUSER.SQL. We are unsure of what to put in the "new schema" value. Please see attached ".bmp" file. We hope to get back to our install on Monday, 1/26/2004, provided we can get past this step.
Respondee(s):				Scott Peterson
Resolution:				Scott Peterson 1/22/04: Enter the name of the schema you created for your data. If you followed the naming convention suggested, it will be SCV80.
Time spent on above events (in hours):			2.5	

EVENTS OPENED DURING PREVIOUS PERIOD - CLOSED THIS PERIOD

SDC-0002-017-DI-6005H

February 2, 2004

Date:	Event #:	Organization:	Originator:	Release:
12/11/2003	9089	IL	Sandy Frank	8.0.4
Status:	C			
Time Spent:	1.75			
SDWIS/STATE Component:				
Problem/Question:	I do not understand what is wrong with the error on page 2 of the FY2003 report for D1 IL0310960 035111 C1131. The message is "V29 C1131 is required for this violation." This is a type 27 violation and the analyte code is 2950 and another one for 2465. We have a severity level on these of MJ so not sure what is wrong.			
Respondee(s):	Dianna Heaberlin			
Resolution:	Dianna Heaberlin: I did re-create the error. This is part of the DBP violations that are not properly reporting to SDWIS/FED due to late reporting requirements. I told Sandy she would need to add the C1131 line of code to her DTF if Illinois wanted these violations to be accepted by SDWIS/FED.			
	Dianna Heaberlin 12/19/03: I spoke to Sandy last week and let her know I was still investigating this issue, primarily on the SDWIS/FED side.			
	Sandy Frank 12/11/03: I understand that it needs a record "C1131" with a "Y" but I do not understand why SDWIS is not creating that record in Migration to SDWIS/FED.			
	Thao Nguyen 12/10/03: When reporting certain DBPR and IESWTR violations, C1131 (major violation indicator) must be present in the data. In order to fix this problem, you have to put a "Y" for data element C1131.			

12/16/2003	9093	MP	Daryl Kileleman	8.0
Status:	C			
Time Spent:	0.75			
SDWIS/STATE Component:	MBS			
Problem/Question:	I ran into a problem while entering a repeat sample. I input a routine sample positive for total coliform only, then I entered a repeat sample. When the database asked me to link this repeat sample to the routine, it showed me that the routine was positive for both total coliform and E.coli.			

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Date:	Event #:	Organization:	Originator:	Release:
Respondee(s):	Scott Peterson			
Resolution:	Donna Irwin 1/21/04: We have not heard back from Daryl so this event is being closed. It can be reopened at Daryl's request.			
	Scott Peterson 12/31/03: I sent an e-mail to Daryl asking if he had made any progress on this and whether we could close the event.			
	Scott Peterson 12/16/03: When you entered the routine sample, I assume you did not select either the Fecal or E. coli option button and that the following advisory was presented: "No Acute Speciation Indicated" and that you selected OK on it. Please confirm if this assumption is accurate.			
	When I performed the above, the software did not do as you described. The list of candidate positives presented to me only displays a 3100 positive for the sample I entered above.			
Time spent on above events (in hours):			2.5	

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Total time on all events (in hours):	6.25			
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